

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		102
Subject Title	Adopted	Last Revised	Reviewed:
<b>Recipient Rights – Staff Responsibility</b>	8/26/96	12/15/15	2/24/05; 2/26/07; 4/27/09; 8/30/10; 9/27/11; 1/28/12; 12/16/13; 12/10/14 12/15/15; 12/14/16; 9/13/17; 9/19/18; 10/16/19

### POLICY

#### APPLICATION

This policy shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

#### 1.0 PURPOSE:

To ensure that every member of the organization conducts themselves, in a manner that demonstrates an understanding of and respect for the rights of recipients of services as enumerated in the Mental Health Code.

#### 2.0 POLICY:

The rights of all recipients of services from The Right Door for Hope, Recovery and Wellness and from its contractors shall be acknowledged, respected, and protected in the course of executing all functions related to service provision, administration, and governance. This policy acknowledges the fundamental importance of the respect for, and protection of, recipient rights to the mission and goals of the organization.

#### 3.0 RESPONSIBILITIES:

- A. All Board Members and staff of The Right Door for Hope, Recovery and Wellness are responsible for performing their respective duties in a manner that demonstrates respect for the rights of recipients of services and for identifying any instances in which recipients are not being treated with dignity and respect.
- B. Human Resources is responsible for ensuring that all new staff receive training in recipient rights as a part of their orientation.
- C. Program Managers are responsible for assessing and addressing any additional training needs of their staff in the area of recipient rights on an ongoing basis, as a regular part of staff meetings and in other ways as appropriate. Program Managers are responsible for acting as a resource for staff in recipient rights and are available to respond to questions and otherwise act in a pro-active manner to prevent or reduce the likelihood of any violations of the rights of recipients.
- D. All members of the Board of Directors are responsible for attending specified training in recipient rights as required.
- E. The Board of Directors is responsible for appointing a Recipient Rights Advisory Committee to oversee the rights protection activities of the organization. The committee is appointed according to the requirements of the Mental Health Code.
- F. The Board of Directors or designee is responsible for appointing an appeals committee. The

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Recipient Rights Advisory Committee has been designated to serve as the appeals committee. The Recipient Rights Appeals Committee shall oversee appeals of recipient rights investigations.

- G. The Chief Executive Officer is responsible for establishing and maintaining a local office of Recipient Rights to assist the organization in ensuring that services are provided in a manner that does not violate the rights of recipients.
- H. The Chief Executive Officer is responsible for designating staff who will ensure that all contracts for services to recipients contain language necessary to communicate the importance of rights protection, the requirement for compliance with rights policies and procedures, and the need to minimize the likelihood of rights violations.
- I. The Chief Executive Officer is responsible for approving procedures to implement the intent of this policy.

4.0 DEFINITIONS:

For the purposes of implementing this policy, the following definition applies:

- A. **Rights:** The considerations, courtesies, and respect with regard to recipients of services and or supports from The Right Door for Hope, Recovery and Wellness, those rights enumerated in the Mental Health Code and other applicable state and federal laws. “That which a person is entitled to have, to do, or to receive from others, within the limits prescribed by law.” Black’s Law Dictionary

5.0 REFERENCES:

PA 258 of 1974 as amended, Mental Health Code, Chapter 7 Recipient Rights of Mental Health Services.  
 PA 368 of 1978 Public Health Code, Recipient Rights of Substance Abuse Services  
 PA 121 of 1990 Michigan Handicapped Civil Rights Act  
 PL 93-112 of 1973, Section 504, Rehabilitation Act  
 PL 101-336 of 1990 Americans with Disabilities Act  
 MDHHS/CMHSP Managed Mental Health Supports and Services Contract, CMHSP Organizational Structure and Administrative Services.

Nancy Patera, Board Chairperson	Date		